representative or may opt not to be present. For disposal of appeals, the Central Public Information Officer as well as Appellate Authority concerned are generally asked to furnish comments under intimation to the appellant. Thus, the appellant gets an opportunity to file a rejoinder before the CIC which decides whether a hearing may or may not be held, depending upon the facts and circumstances of the case. As far as possible, CIC does not postpone its hearing.

(d) Out of 779 cases received, 210 has been disposed of by the CIC till April 24, 2006.

Lack of need based services

2785. SHRI EKANATH K. THAKUR: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that in most need based services like police, judiciary and municipalities, not even twenty per cent citizens are satisfied with their services and similar is the case with the essential services like Public Distribution System (PDS), hospitals, electricity and water supplies;

(b) whether it is also a fact that the low quality of services is due to poor and outdated systems; and

(c) if so, the steps Government propose to take to improve delivery of services to citizens?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI SURESH PACHOURI): (a) to (c) No reliable estimates are available with Government regarding percentage of citizens satisfied with need based services. The Government, however, is taking various steps to improve the quality of services. These, *inter-alia,* include:—

(i) A framework to benchmark the quality of service delivery by Government organizations on the parameters that are considered critical for citizen-centric governance viz. (i) Effective implementation of Citizen's Charger; (ii) Public grievances redress mechanisms; and (iii) Benchmarking service delivery from citizen's perspective;

(ii) Enactment of the Right to Information Act, 2005;

(iii) Prime Minister's award for Excellence in Public Administration;

(iv) Setting up of Second Administrative Reforms Commission;

(v) Model Code of Governance with focus on citizen's points of view;

(vi) National Conference of District Collectors;

(vii) E-governance initiatives including National e-Governance Plan.

Foreign visit by members of Administrative Reforms Commission

2786. DR. P. C. ALEXANDER: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that a sum of Rs. 2 crores out of a budget of Rs. 8.5 crores for the year 2006-07 has been earmarked for foreign visits by the Chairman and members of the Administrative Reforms Commission to study the administrative set up and reforms undertaken in various countries; and

(b) if so, whether Government would consider that such visits are necessary for the tasks entrusted to the Commission particularly keeping in view the instructions issued by the Prime Minister about utmost economy in expenditure on foreign travels?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI SURESH PACHOURI): (a) The Administrative Reforms Commission (ARC) has been allocated Rs. 8 crores in the Budget Estimates for 2006-07. One of the proposed activities of the Commission during 2006-07 is to study some of the international best practices in the areas of administrative reforms. A sum of Rs. 2 crores has been earmarked for this activity. The Commission will take into account the existing literature/material available on international best practices in the preparation of its Report on its assigned mandate. Foreign visits will only be undertaken if the Commission feels that there is paucity of information on a particular subject and that a foreign visit is necessary.

(b) Government would consider any specific proposal received from the ARC for a foreign visit keeping in view the economy instructions issued from time to time.